

63% Fewer Falls. 80% Fewer 911 Calls. 57% Drop in General Injuries.

How Fellowship Square Historic Mesa Transformed Care Delivery and Operations to Elevate Resident Wellbeing.

“At Fellowship Square Historic Mesa, resident safety and well-being come first. Helpany’s AI-driven fall prevention system has transformed our approach to care—resulting in a 63% reduction in falls and an 80% drop in 911 calls. Families feel more at ease, and our team can focus on meaningful, proactive care.”

The ‘Resident to Watch’ feature has been especially impactful, helping us detect early changes in residents’ conditions and respond before issues escalate. This forward-thinking approach has not only reduced hospital visits but also strengthened our commitment to dignified, attentive care.”



Rena Phillips
Vice President of Operations of Fellowship Square Historic Mesa

The Role of AI in Elevating Resident Well-Being



80% fewer fall-related 911 calls compared to their long-term monthly average fall rate.



By shifting from reactive to proactive care, Fellowship Square Historic Mesa reduced falls by **63%**, using Helpany.



The holistic AI-based fall prevention program helped reduce general injuries by **57%**.



Time with high-risk residents nearly doubled (**+98%**) — no extra staff needed, thanks to on-demand visits that target real needs.



Fellowship Square Historic Mesa is a nonprofit senior living community located in Mesa, Arizona, and is operated by Christian Care, the state’s largest provider of nonprofit senior housing and healthcare services. Established in 1998, the campus offers a independent living, assisted living, and memory care—all in one location.

To proactively enhance resident safety, the community implemented Helpany’s AI-powered fall prevention system in all assisted living and memory care apartments, with rollout now expanding into independent living units.

The results have been transformative: fall-related 911 calls dropped by 80% within just three months. By implementing Helpany’s technology, the community systematically reduced falls and minimized related emergency room visits—achieving a 57% decline in overall injury rates and responding to residents 108% faster when help was needed most.

Nationally, approximately 3.53 million—or 12.18%—of the 29 million ER visits by older adults are fall-related¹. To make matters more urgent, 66.7% of U.S. fire departments serving comparable communities report increasing demand for fall-related emergency calls², placing additional strain on local emergency services. Against this national backdrop, Fellowship Square Historic Mesa’s achievements are especially meaningful.

By reducing fall-related ER visits, the community has brought greater peace of mind to residents, families, and caregivers — while easing the burden on local first responders. Helpany’s radar-based AI technology, powered by its device Paul, continuously monitors motion patterns, detects changes in condition, and alerts caregivers in real time when assistance may be needed. With Paul, caregivers gain a 24/7 virtual assistant that enables faster, more informed, and truly preventative care — all without cameras or microphones.

This success story shows how Fellowship Square Historic Mesa and Helpany are making a meaningful difference in senior living —supporting resident safety, empowering caregivers, and bringing broader benefits to the community.

Disclaimer: The outcomes are specific to Fellowship Square Historic Mesa and reflect the impact of Helpany’s technology. Results may vary depending on individual resident behavior, facility conditions, and other variables. While Helpany’s technology is designed to enhance fall prevention, it does not guarantee the prevention of all falls or eliminate all risks. Fellowship Square Historic Mesa’s experience with reduction in falls may not be representative of all settings. For optimal performance, proper use and ongoing monitoring are essential, and staff involvement remains critical for ensuring timely interventions and overall success.

¹ <https://pmc.ncbi.nlm.nih.gov/articles/PMC8328180/>

² <https://apps.usfa.fema.gov/pdf/efop/efo240134.pdf>